

# UMASS MEMORIAL MEDICAL CENTER

## 2015 Hospital Profile

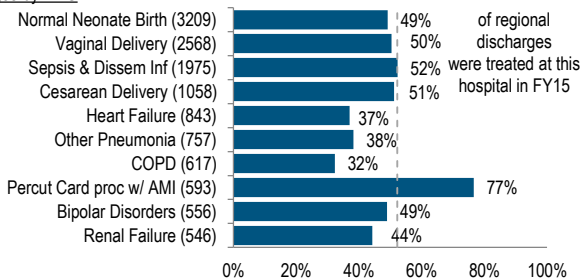
Worcester, MA  
Academic Medical Center  
Central Massachusetts

UMass Memorial Medical Center is a large, nonprofit Academic Medical Center (AMC) located in the Central Massachusetts region. UMass Memorial is a member of the UMass Memorial Health Care system, and one of nine organ transplant centers in Massachusetts. It also qualifies as a High Public Payer (HPP) hospital. Inpatient discharges decreased 10.1% at the hospital between FY11 and FY15, consistent with the median performance of its peer cohort, which decreased 10.7%. UMass Memorial earned a profit each year from FY11 to FY15, with a total margin of 3.9% in FY15, higher than the peer cohort median total margin of 2.4%.

At a Glance	<b>Overview / Size</b>	
	Hospital System Affiliation:	UMass Memorial Health Care
	Change in Ownership (FY11-FY15):	Not Applicable
	Total Staffed Beds:	723, 4th largest acute hospital
	% Occupancy:	81.5%, < cohort avg. (85%)
	Special Public Funding:	ICB <sup>9</sup>
	Trauma Center Designation:	Adult: Level 1, Pedi: Level 1
	Case Mix Index:	1.26, < cohort avg. (1.37); > statewide (1.00)
	<b>Financial</b>	
	Inpatient NPSR per CMAD:	\$13,048
Services	Change FY14-FY15:	0.9%
	Inpatient:Outpatient Revenue in FY15:	45%:55%
	Outpatient Revenue in FY15:	\$632,894,722
	Change FY14-FY15:	6.2%
	Total Revenue in FY15:	\$1,533,230,000
	Total Surplus (Loss) in FY15:	\$60,090,000
	<b>Payer Mix</b>	
	Public Payer Mix:	64.0% (HPP* Hospital)
	CY15 Commercial Relative Price:	1.07
	Top 3 Commercial Payers:	Blue Cross Blue Shield of MA Fallon Health Harvard Pilgrim Health Care
Quality	<b>Utilization</b>	
	Inpatient Discharges in FY15:	41,846
	Change FY14-FY15:	3.7%
	Emergency Department Visits in FY15:	131,052
	Change FY14-FY15:	-0.8%
	Outpatient Visits in FY15:	974,761
	Change FY14-FY15:	-2.2%
	<b>Quality</b>	
	Readmission Rate in FY15:	18.2%
	Change FY11-FY15 (percentage points):	1.1%
	Early Elective Deliveries Rate (Jan 2015-Jun 2016):	Not Available

What were the most common inpatient cases (DRGs) treated at the hospital in FY15? What proportion of the region's cases did this hospital treat for each service?

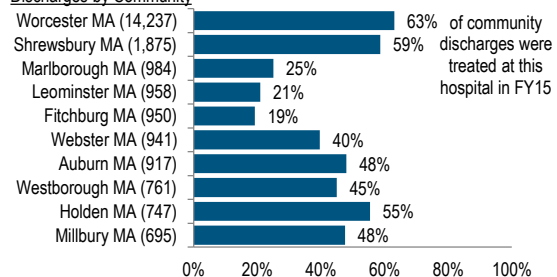
### Discharges by DRG



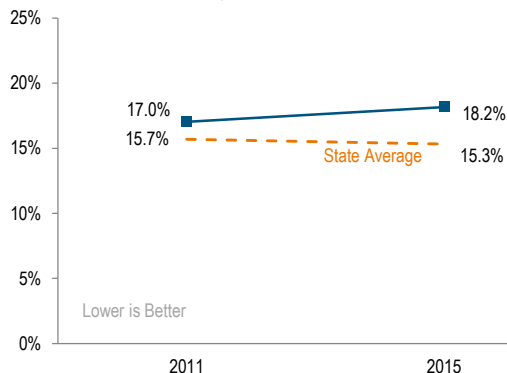
--- Hospital (41,846) = 53% of total regional discharges

Where did most of the hospital's inpatients reside? What proportion of each community's total discharges was attributed to this hospital?

### Discharges by Community

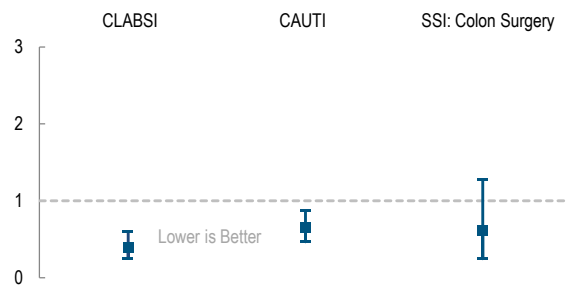


What proportion of adult patient discharges from this hospital resulted in a readmission at any hospital within 30 days, and how does this compare to the state average?



Lower is Better

How many central line-associated blood stream infections (CLABSI), catheter-associated urinary tract infections (CAUTI), and surgical site infections (SSI) after colon surgery did patients get at this hospital compared to what was expected based on the hospital's characteristics and case mix?



Lower is Better

For descriptions of the metrics, please see the technical appendix.

# 2015 HOSPITAL PROFILE: UMASS MEMORIAL MEDICAL CENTER

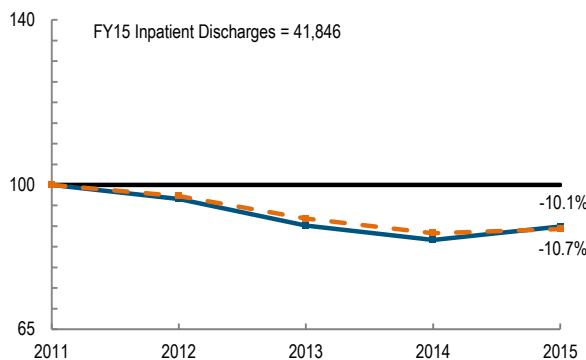
Cohort: Academic Medical Center

Key:

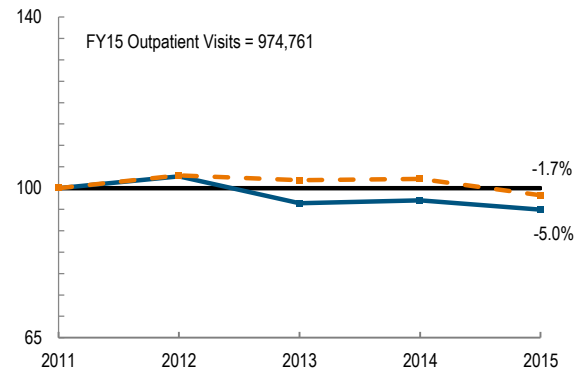


## Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY11, and how does this compare to the hospital's peer cohort median? (FY11=100)

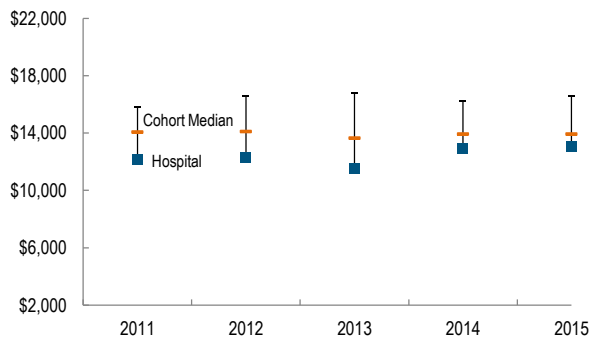


How has the volume of the hospital's outpatient visits changed compared to FY11, and how does this compare to the hospital's peer cohort median? (FY11=100)

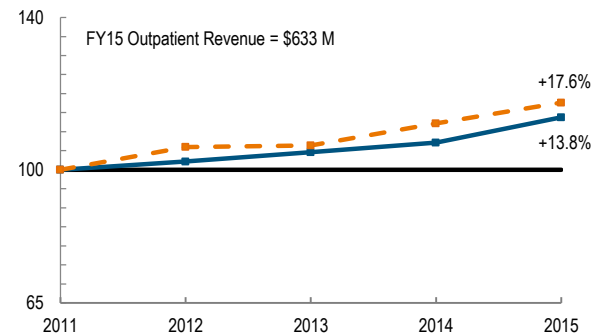


## Patient Revenue Trends

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY11 and FY15, and how does this compare to the hospital's peer cohort median?



How has the hospital's total outpatient revenue changed compared to FY11, and how does this compare to the hospital's peer cohort median? (FY11=100)



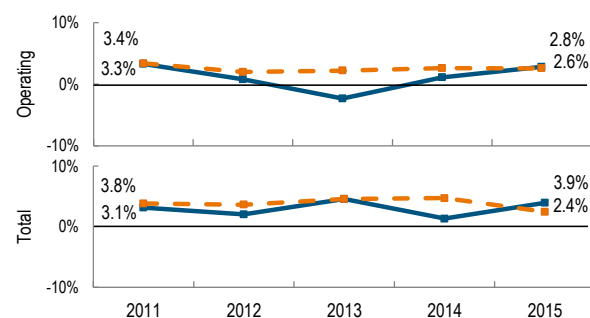
## Financial Performance

How have the hospital's total revenue and costs changed between FY11 and FY15?

### Revenue, Cost, & Profit/Loss (in millions)

FY	2011	2012	2013	2014	2015
Operating Revenue	\$ 1,375	\$ 1,380	\$ 1,408	\$ 1,521	\$ 1,516
Non-Operating Revenue	\$ (2)	\$ 17	\$ 104	\$ 3	\$ 17
Total Revenue	\$ 1,373	\$ 1,396	\$ 1,512	\$ 1,523	\$ 1,533
Total Costs	\$ 1,330	\$ 1,368	\$ 1,443	\$ 1,503	\$ 1,473
Total Profit (Loss)	\$ 42.9	\$ 27.8	\$ 68.9	\$ 19.8	\$ 60.1

What were the hospital's total margin and operating margins between FY11 and FY15, and how do these compare to the hospital's peer cohort medians?



For descriptions of the metrics, please see the technical appendix.

<sup>9</sup> For more information on Infrastructure and Capacity Building (ICB) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS).

\* High Public Payer Hospitals (HPP) receive a minimum of 63% of gross patient service revenue from public payers.